

FIG. 1

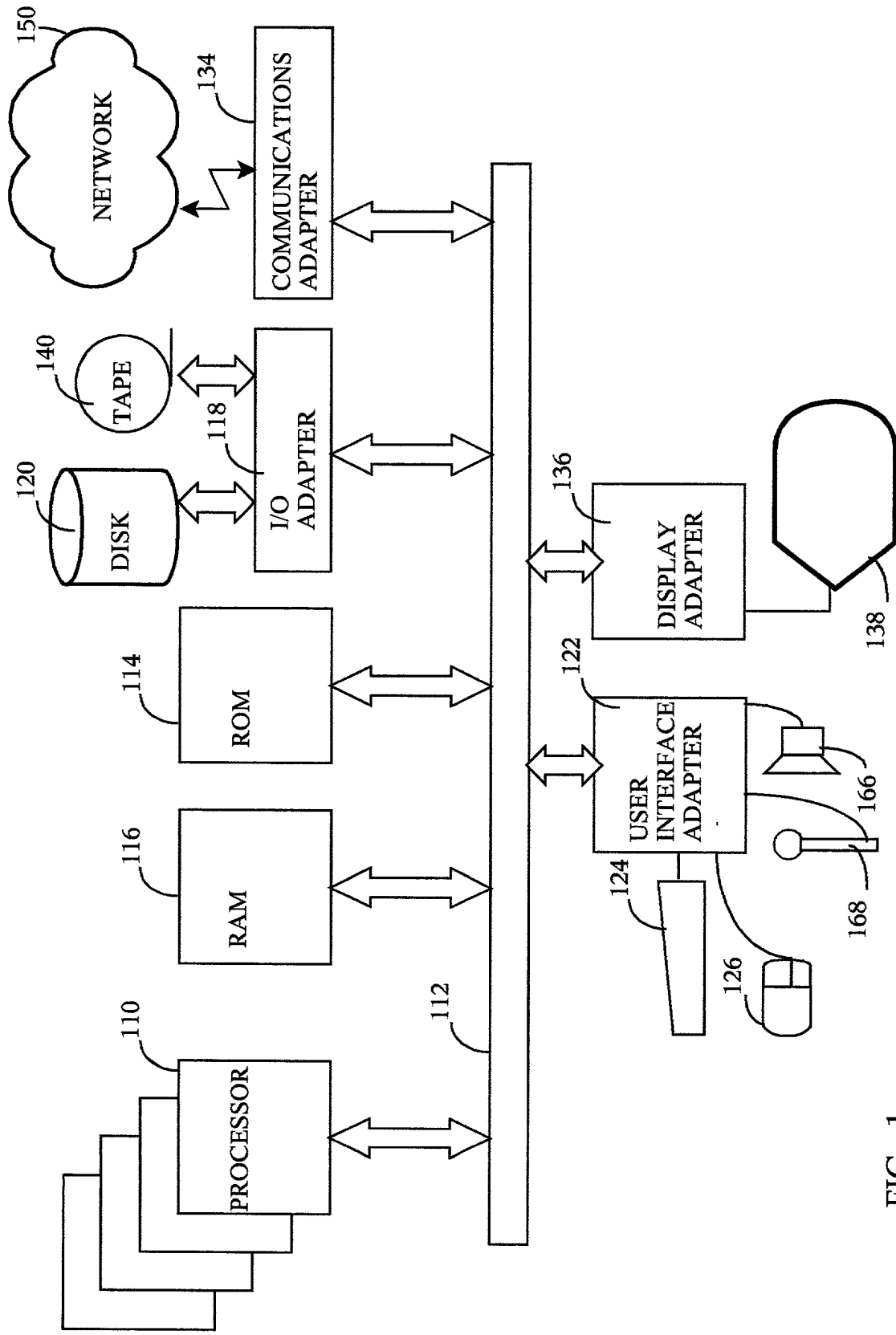


FIG. 1

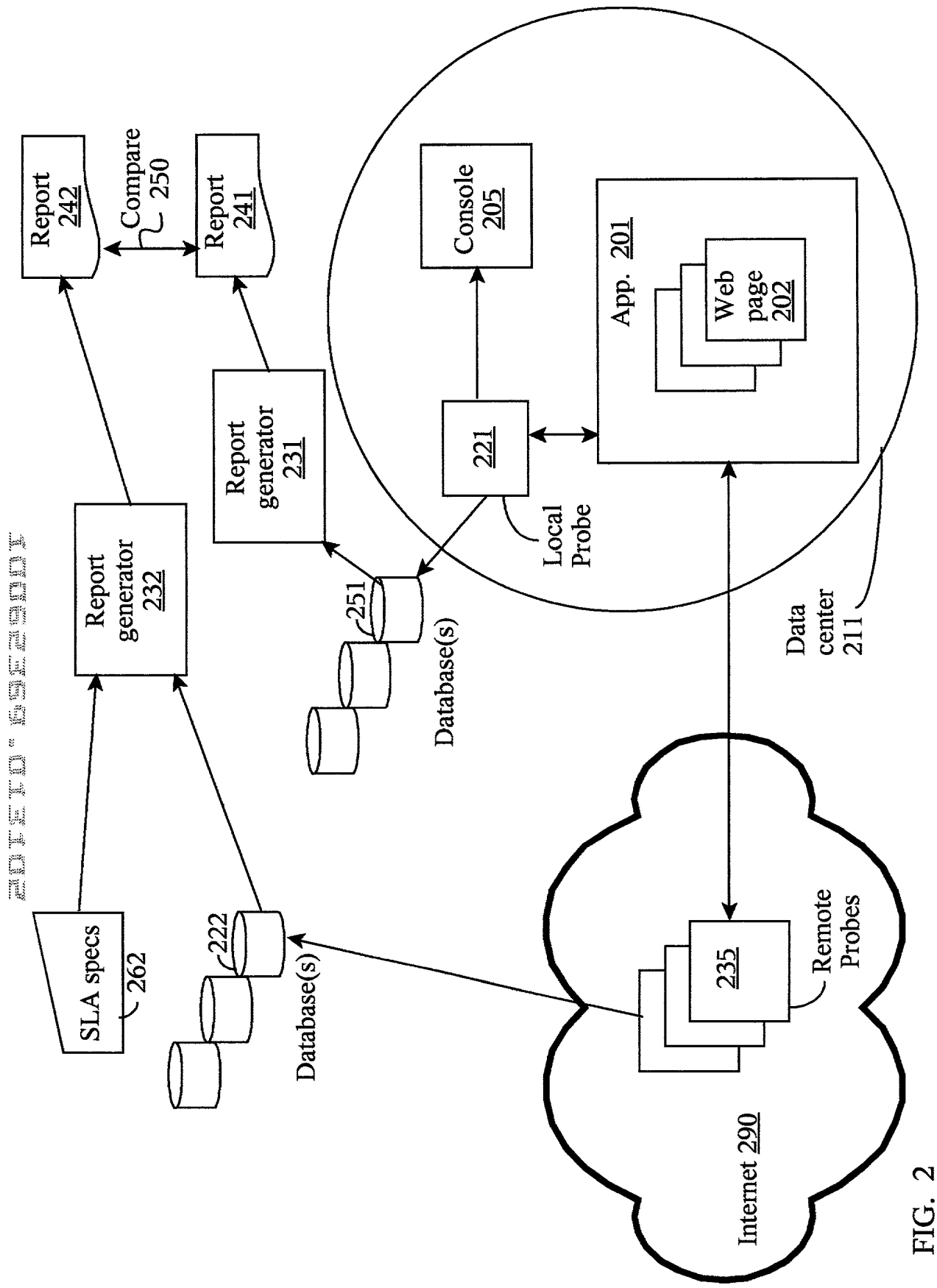


FIG. 2

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301 →	302 →	303 →	304 →	305 →	306 →	307 →	A
Time	Probe	Open URL	Select Logon	Logon	Warranty and Service Info1	Entitlement Lookup	
321 →							
322 →	Threshold (seconds)	7	6	11	7.2	7.2	
323 →	Washington, DC Exodus	4.906	1.953	29.609	0.281	2.265	
	Boston, MA Exodus	5.109	1.875	21.515	0.265	2.078	
	Frankfurt, DE UUNET	5.930	2.243	23.904	0.33	2.119	
	Dallas, TX Qwest	62.073	2.434	26.015	0.236	2.312	
	Madrid, Spain UUNET	5.627	2.893	27.781	0.375	2.484	
	Boston, MA UUNET	5.39	2.099	22.453	0.281	1.984	
	Washington, DC AT&T	5.062	2.137	22.625	0.281	2.265	
	Boston, MA Qwest	12.109	2.281	24.796	0.296	2.156	
	Chicago, IL UUNET	5.875	2.187	22.268	0.312	2.015	
	Frankfurt, DE GTS	6.406	2.625	35.484	0.39	2.469	
	Chicago, IL Exodus	7.125	2.14	23.296	0.281	2.203	
	London, UK Exodus	5.515	2.375	24.125	0.328	2.125	

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A 308	309	310	311	312	313
Search Warranty	Warranty and Service Info2	Service Support Guide	Support Home Page	Total	Availability
18	7.2	7.2	7.2		
11.312	0.437	0.781	23.171	74.715	
11.796	0.637	0.781	16.968	61.074	
12.703	0.901	0.641	18.827	67.805	
11.656	1.031	0.921	20.171	146.964	
11.734	1	0.89	25.234	77.778	
13.156	0.671	0.906	17.25	64.184	
12.265	0.609	0.796	17.421	63.511	
12.312	0.796	0.612	29.125	78.683	
13.703	0.846	0.828	18.125	66.153	
12.14	1.125	0.89	25.687	87.215	
12.453	0.796	0.812	18.515	67.621	
12.125	1	0.843	18.359	66.795	

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401	402	403	404	405	406	407	A
TIME (GMT)	Probe	Open URL	Select Logon	Logon	Warranty & Service Info	Entitlement Lookup	
421	Threshold	7	6	11	7.2	7.2	
422	(seconds)						
423	Raleigh	2.19	1.37	2.84	0.36	0.29	
	Raleigh	2.97	1.26	4.47	0.35	0.48	
	Raleigh	2.81	1.25	4.33	0.35	1.98	
	Raleigh	2.26	1.36	7.91	0.36	2.16	
	Raleigh	3.43	1.32	3.61	0.35	1.95	
	Raleigh	2.60	1.37	8.19	0.35	1.79	
	Raleigh	2.80	1.25	5.07	0.36	0.47	
	Raleigh	2.29	1.25	6.31	0.35	0.49	
	Raleigh	2.67	1.36	3.52	0.35	0.47	
	Raleigh	6.22	1.26	3.38	0.37	1.59	

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A 408	409	410	411	412	413
Search Warranty	Warranty & Service Info	Service Support Guide	Support Home Page	Total	Availability to Query
18	7.2	7.2	7.2		
14.51	0.30	0.50	0.57	22.93	
12.49	0.30	0.50	0.57	23.39	
12.30	0.30	0.29	0.58	24.19	
12.29	0.30	0.29	0.60	27.53	
11.52	0.30	0.29	0.57	23.34	
12.70	0.30	0.50	0.58	28.38	
14.32	0.30	0.49	0.57	25.63	
11.90	0.30	0.29	0.57	23.75	
13.92	0.30	0.30	0.57	23.46	
12.73	0.30	0.31	0.58	26.74	

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06:03:09	Boulder	0.83	4.27	1.40	2.99	1.05	0.67
05:43:09	Boulder	0.77	4.46	1.41	3.09	1.07	0.66
05:23:09	Boulder	0.77	4.44	1.19	3.09	1.04	0.67
05:03:09	Boulder	0.78	4.45	1.03	2.99	1.26	0.70
04:43:09	Boulder	0.71	4.67	1.36	3.04	1.24	0.67
04:23:10	Boulder	1.94	Application				
03:58:44	Boulder	0.78	Application				
03:38:44	Boulder	0.91	Application				
03:18:44	Boulder	0.84	Application				
02:58:44	Boulder	0.71	Application				
02:38:44	Boulder	0.83	4.69	1.16	3.10	1.23	0.67
02:18:44	Boulder	0.83	4.27	1.52	3.09	1.06	0.70

FIG. 5A

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A	0.74	3.04	1.14	1.49	4.00	3.06	24.68	
	0.76	3.03	1.00	1.29	3.98	3.07	24.59	
	0.73	3.04	1.13	1.34	4.00	2.96	24.40	
	0.76	3.03	1.14	1.15	4.19	3.06	24.54	
	1.43	3.03	1.31	1.30	4.17	3.06	25.99	
	Error: Logon failed							
A	Error: Logon failed							
	Error: Logon failed							
	Error: Logon failed							
	Error: Logon failed							
	Error: Logon failed							
	Error: Logon failed							
A	1.04	3.04	0.99	1.16	4.19	2.97	25.07	
	1.03	3.03	1.29	1.31	4.18	2.96	25.32	

FIG. 5B

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